



Wooster Community Hospital Remedies Daily Backup with BridgeHead Software

Wooster Community Hospital provides convenient, quality healthcare services to the people of Wooster, Ohio and its surrounding communities.

Consolidating backup operations onto a SAN using BridgeHead Software for MEDITECH and Microsoft systems reduces administrative overhead while ensuring data integrity “so we know the data is usable.”



Wooster Community
Hospital

MISSION // Wooster Community Hospital’s mission is to provide convenient, quality healthcare services to all people, promote community wellness, and to do so with compassion, dignity, and respect to those we serve.

LOCATION // Located in Wooster, Ohio and serving its residents and those in surrounding communities.

SIZE // A 150-bed full-service acute care hospital offering a range of inpatient and outpatient services.

IT INFRASTRUCTURE // Five MEDITECH server systems and five Microsoft servers running attached to an EMC SAN with ~1TB of data under management.

CRITICAL CHALLENGE // Consolidating data protection for all systems onto a single infrastructure, with less manual operation.

KEY CONCERN // “We need to be sure that the MEDITECH data is kept coherent at time of backup and only BridgeHead Software can do that for us.”

BridgeHead Solution

PROBLEM SOLVED // BridgeHead Software HT Backup is built with exclusive MEDITECH ISB/IDR integration to ensure that data protected from multiple systems is kept coherent, while also consolidating and automating tape management tasks across MEDITECH and Microsoft systems.

WHY BRIDGEHEAD? // BridgeHead Software is the leading provider of backup, recovery and archive software for healthcare institutions. The company’s strong offerings include a unique backup and recovery system for MEDITECH and a general PACS archive which unites PACS systems data. With over 450 customers worldwide BridgeHead leads the field in Healthcare Data Management.

PARTNERING VALUE // BridgeHead Software works with key industry distributors and exclusively through Value-Added Reseller (VAR) organizations to provide customers with trusted advisors that can bring them best-in-breed healthcare data protection solutions.

OPERATIONAL EXPERIENCE // BridgeHead Software automates data backup from SAN to tape, along with all tape management tasks, to eliminate manual swapping and reduce human intervention. Consolidating backup from individual DLT devices for each server to a single infrastructure also delivered more efficient use of the tape cartridges themselves.

BUSINESS RESULTS // Coherent MEDITECH backup from SAN along with lower-cost, lower burden backup operations across MEDITECH and Microsoft systems—“BridgeHead alerts us faster if there is a problem, eliminates manual tape swapping, and we also do save on media costs.”

"We feel confident that BridgeHead Software offers the components that we know we need to continue to evolve our operations environment into the future."

—Ken Montgomery,
Network and Operations Supervisor
at Wooster

BridgeHead Software is a leading provider of Enterprise Data Management (EDM) software for healthcare institutions and is the world's leading provider of MEDITECH data protection, with over 450 customers worldwide. BridgeHead EDM combines backup, archive and recovery capabilities with seamless integration into many healthcare specialized systems and applications, including HCIS from MEDITECH, and PACS systems from multiple vendors, Microsoft applications and other storage systems. BridgeHead Software is storage and vendor agnostic, enabling EDM to tie into our customers' current and future systems environments.

BridgeHead works exclusively through Value-Added Reseller (VAR) partners, to ensure the best possible service and delivery to their customers. To find a BridgeHead VAR in your area, contact BridgeHead Software at:

www.bridgeheadsoftware.com

The Challenge at Wooster Community Hospital

In late 2006, Wooster had outgrown its direct-attached DLT tape backup and migrated operations for MEDITECH and Microsoft systems to a SAN. This allowed them to consolidate the use and management of tape devices, but required a new approach to backup. For the IT team at Wooster, the primary concern was to maintain data coherency.

"When we used MEDITECH's built-in backup tool direct to the DLT, we scheduled it so that the backups were performed at exactly the same time," explains Carla Fonte, IS Director at Wooster. "If the backups for each MEDITECH server happened at a different time then the data wouldn't be coherent because it all needs to work together. What made it possible for us to move to a SAN, was that BridgeHead had worked with MEDITECH to develop the necessary integration to take coherent SAN backups for as many MEDITECH servers at the same time as we need."

Solution Requirements

In addition to eliminating individual tape devices, Wooster needed to automate backup processes and tape handling in order to lower costs and administrative burden. Consolidation on a SAN demanded seamless integration with MEDITECH systems and EMC SAN snapshot technology.

"We wanted the flexibility to migrate systems into our SAN configuration as they came up for renewal," states Fonte. "The solution had to be able to grow with our systems and data over time. JJ Wild made us aware of BridgeHead's unique integration with MEDITECH, and we started with two MEDITECH servers and five Microsoft systems on an EMC SAN in late 2006.

Finding the Solution

JJ Wild, a technology reseller, guided Wooster's plan to migrate backup operations to a SAN. It was their knowledge of BridgeHead Software's exclusive integration with MEDITECH API's that made SAN adoption possible at Wooster. In 2008, JJ Wild has continued to work with Wooster to plan the details of an expansion in the SAN backup deployment to include an additional three MEDITECH servers.

"We are very happy that JJ Wild and BridgeHead are working together to manage the details of the expanded deployment for us," states Ken Montgomery, Network and Operations Supervisor at Wooster. "We prefer it that way not only because of the complexity of getting the EMC components deployed and then handing off to the BridgeHead team, but also because they are then prepared to support the environment for us. They take care of all of the details for our team."

Business Results

Working with BridgeHead Software enabled Wooster's IT team to improve their backup systems environment, migrating from individual DLT devices to a consolidated SAN-based infrastructure. BridgeHead successfully automated backup processes and tape handling tasks, reducing costs and administrative burden. Fewer tape devices are now used for Wooster's daily backup.

"When we need help, BridgeHead has been very responsive and moves very quickly to help us," states Montgomery. "They VPN into our environment and remote manage our systems to show us something, or to help us get a configuration adjusted. Our experience overall working with BridgeHead has been very positive. We feel confident that BridgeHead Software offers the components that we know we need to continue to evolve our operations environment into the future."

For more information on why BridgeHead is the world's leading data management solution provider to the Medical Industry, visit bridgeheadsoftware.com

UK
BridgeHead Software Ltd.
BridgeHead House
215 Barnett Wood Lane
Ashted Surrey KT21 2DF
+44 (0) 1372 - 221950
+44 (0) 1372 - 221977 fax

USA
BridgeHead Software, Inc.
400 West Cummings Park
Suite 6050
Woburn, MA 01801
+1 - 781 - 939 - 0780
+1 - 781 - 939 - 5607 fax

GERMANY
BridgeHead Software Ltd.
Kaiserwerther Strasse 215
D-40880 Düsseldorf - Ratingen
Deutschland
+49 (0) 700 - 9729 - 0000
+49 (0) 210 - 2420 - 62 fax